

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

**In re Application of:**

James Longbottom et al

**Serial No.: 09/668,785**

Confirmation No.: 2355

Filed: September 22, 2000

For: METHODS AND APPARATUS  
FOR INTERACTIVE  
COMMUNICATION WITH  
SERVICE AND SUPPORT  
PERSONS

**Group Art Unit: 3626**

Examiner: Vanel Frenel

**Customer No. 36735**

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# GROUP 3600

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

**CERTIFICATE OF MAILING**  
**37 CFR 1.8**

I hereby certify that this correspondence is being deposited with sufficient postage as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on August 30, 2004.

William B. Patterson  
Typed Name

Signature

**RESPONSE TO OFFICE ACTION DATED MARCH 30, 2004**

In response to the Office Action dated March 30, 2004, having a shortened statutory period for response extended to expire on July 30, 2004, please enter this response and reconsider the claims pending in the application for reasons discussed below. The Commissioner is hereby authorized to charge counsel's Deposit Account No. 20-0782/WEAT/0042/WBP, the fee of \$388.00 for the excess claims presented herein, and any other fees, including extension of time fees or excess claim fees, required to make this response timely and acceptable to the Office.

**Amendments to the Specification** begin on page 2 of this paper. **Amendments to the Claims** are reflected in the listing of claims which begins on page 7 of this paper. **Amendments to the Drawings** begin on page 18 of this paper and include both an attached replacement set of drawings and annotated sheets showing changes. **Remarks/Arguments** begin on page 19 of this paper.